



May 25, 2006

TO: Transportation Authority of Marin Executive Committee

FROM: Dianne Steinhauser, Executive Director

RE: IT Firm Service Contract Approval, Agenda Item 7F

Dear Commissioners:

#### **Executive Summary**

TAM issued an RFP in April seeking a qualified firm to provide IT support services and assist with the office set up and move to the permanent TAM office. An interview panel has convened to review submitted applications and recommended SPTJ Computer Network Design, Implementation and Support to be selected as the firm to provide TAM with the scope of work outlined in the RFP. Given the critical timing and need for IT support for TAM and its staff, it is essential to have support on board as quickly as possible. Staff recommends that the Board approve hiring of SPTJ Computer Network Design, Implementation and Support for ongoing IT support and set up of a permanent TAM office as outlined in the scope below during FY06/07. The first year not to exceed amount of \$40,000 is included in the Draft FY06/07 budget for IT support services. As well, this support was envisioned in the FY 2005-06 Budget and has been updated in the FY 2005-06 Budget Adjustment.

**Recommendation: The Board approve hiring SPTJ Computer Network Design, Implementation and Support, and authorize TAM's Executive Director to execute a contract for IT support services with SPTJ Computer Network Design, Implementation and Support for a three year amount not to exceed \$100,000, with the first year not to exceed \$40,000.**

In April 2006, TAM released a Request for Proposals (RFP) for qualified consultants to support TAM with IT support and infrastructure needs and to assist with the establishment of a permanent TAM office. Four proposals were reviewed by a selection panel comprised of staff members from the Marin County Department of Public Works, the Marin County Information and Service Technology Department, Nolte Associates, and TAM. The panel evaluated the written proposals and held an interview with Petaluma Computer Consulting and SPTJ Computer Network Design, Implementation and Support on May 18, 2006. Based on the overall qualifications of SPTJ, their experience with supporting a current Transportation Authority in the Bay Area, and the interview, the panel unanimously recommended that SPTJ be selected to provide the scope of services outlined in the RFP.

### **Scope of Services**

The following scope of services provides an outline of services that are expected to be offered as part of this procurement. The contract period will be for three (3) years, with the opportunity to be extended for up to two (2) additional years.

- 1) Design an appropriate network and associated computer systems to meet the agency's needs. Assist in selection and purchase of necessary and appropriate hardware and software.
- 2) Set up a computer network and related systems—in a temporary office (3-6 months)—to serve a staff of 4-8 people.
- 3) Set up and reestablish the network and related computer systems—in a permanent office space—to serve a staff of 4-12 people. Because there will likely be significant tenant improvements made prior to move-in at the permanent office, it will be necessary for the firm/individual providing IT services under this procurement to coordinate with the site owner/architect and/or the owner's contractor prior to move-in by TAM.
- 4) Provide ongoing maintenance and support of the network and computer systems. Respond to service calls on an as-needed basis and in a timely manner. It is expected that phone calls will be returned within two hours or less. In circumstances requiring an in-person service visit, it is expected to be provided within four hours and on the same day if this falls within normal business hours. Otherwise, it is expected that the service visit will be scheduled for the morning of the next business day.
- 5) Provide a web programmer to maintain the TAM website (<http://www.tam.ca.gov>). Update website content when additional assistance is needed, as directed.

### **Budget**

The contract provides \$40,000 in FY 06/07 funding for this contract with a total amount not to exceed \$100,000 over three years. Funding for IT support is included in the FY2006-07 Budget. The higher first year amount accounts for the anticipated additional support TAM requires to design, set up, install and maintain the IT infrastructure as TAM establishes its new office.

### **Schedule**

The consultant contract will be in effect through June 30, 2009. An opportunity for a contract extension after that period of time will be included in the contract.

**Recommendation:** The Board approve hiring SPTJ Computer Network Design, Implementation and Support, and authorize TAM's Executive Director to execute a contract for IT support services with SPTJ Computer Network Design, Implementation and Support for a three year amount not to exceed \$100,000, with the first year not to exceed \$40,000.